Simplified Name & Access Programmer (SNAP)

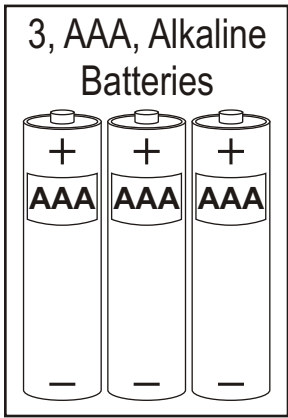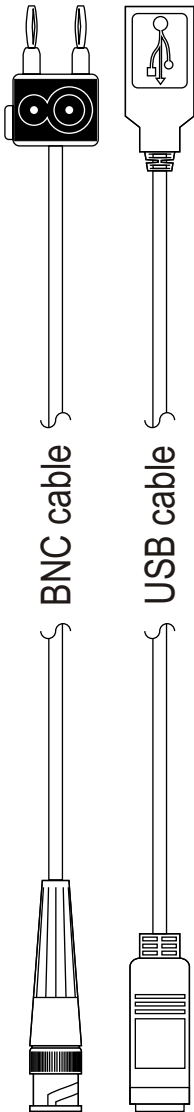# USER GUIDE

SNAP: Programmer & PC Application

SCHLAGE

Schlage SNAP

SNAP Folder: C:\Program Files\SNAP

People
- CHRIS
- Dominic_Peterson-Jr
- Frank C
- John-R-Thompson
- PAUL H
- Rick_S
- Sam

New Save Cancel Inactivate

Name

Show Active People

<- Read

View Stored Audits

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Doors
- BACK
- ConfMain
- FRONT
- LOBBY12
- LoadDock
- SIDE1
- SIDE2

New Save Cancel Delete

Name

Adjust for Daylight Savings Time

View or Edit Access View Stored Audits

Programming and Auditing

Files Export Programming Files

Help

UP Home PgUp
DN
SEL Find
ESC PgDn
ON/OFF

Ingersoll Rand
Security Technologies

CONTENTS OF THE BOX

3, AAA, Alkaline Batteries

+ AAA   + AAA   + AAA

SNAP

BNC cable

USB cable

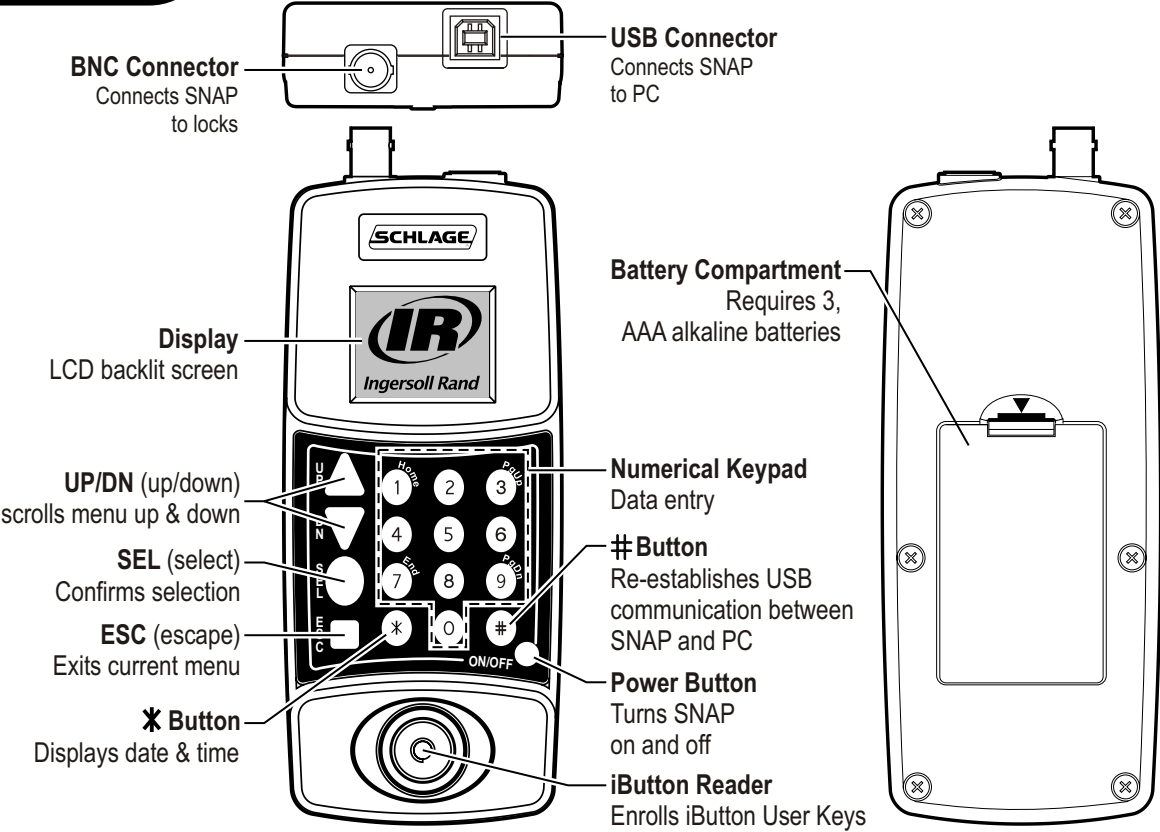SNAP User Guide

TABLE OF CONTENTS

Thank you for choosing Schlage for your access control needs. King Cobra 2 Locks and SNAP are the perfect combination of increased security and simplified day-to-day access control management. Designed by and for the busy user, the intuitive SNAP PC Application and SNAP will make programming and managing your people and locks a pleasure. If you do find that help is needed, please refer to this SNAP User Guide, or the help menus available within the SNAP PC Application.

This SNAP User Guide consists of several key topics, each laid out in simple, graphically supported steps:
- Setting up the SNAP
- Loading the SNAP PC Application
- Entering data about the People and Doors you will be managing
- Downloading the files to the Locks
- Obtaining audit events from a lock

Now, let's SNAP to it and get started.

SNAP OVERVIEW

BNC Connector
Connects SNAP
to locks

USB Connector
Connects SNAP
to PC

Display
LCD backlit screen

Battery Compartment
Requires 3,
AAA alkaline batteries

UP/DN (up/down)
scrolls menu up & down

SEL (select)
Confirms selection

ESC (escape)
Exits current menu

✱ Button
Displays date & time

Numerical Keypad
Data entry

♯ Button
Re-establishes USB
communication between
SNAP and PC

Power Button
Turns SNAP
on and off

iButton Reader
Enrolls iButton User Keys

SNAP SPECIFICATIONS

- The SNAP works like a "Jump Drive" or "Removable Disk"
- Requires an available USB port for connection to a computer
- Plug and Play compatible (No drivers needed for Windows 2000 and XP)
- Includes 4Mb of flash memory
- When used with the SNAP PC Application
    • Supports up to 1000 people and 1000 audit events
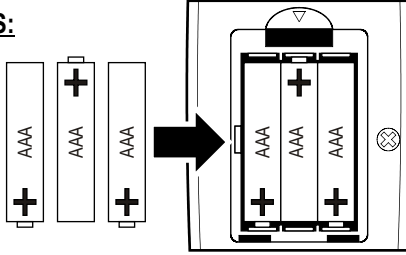   • Supports 100 door programming files

SNAP PC APPLICATION SPECIFICATIONS

- Supports up to 100 door definitions
- Manages access rights for up to 1000 people
- Stores and displays up to 10,000 audit events per door

GETTING STARTED

• **INSTALLING THE BATTERIES:**
1) Remove battery cover.
2) Install 3, AAA batteries
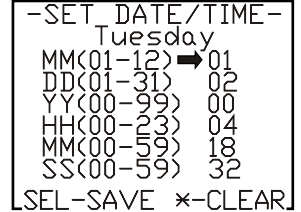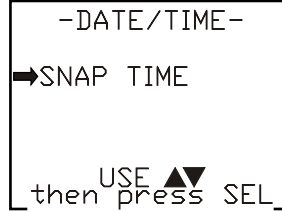   (observe polarity markings). ➡
3) Replace battery cover.

SETTING THE SNAP DATE AND TIME

1) Turn on SNAP. ➡ Press & release the ON/OFF button.

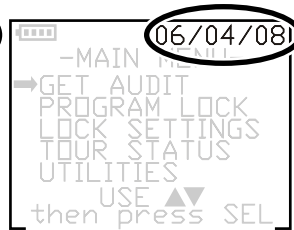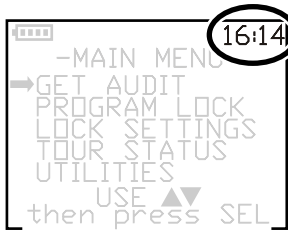2) Enter password. ➡ **1 2 3 4** (default)

3) Set **Date / Time**. ➡
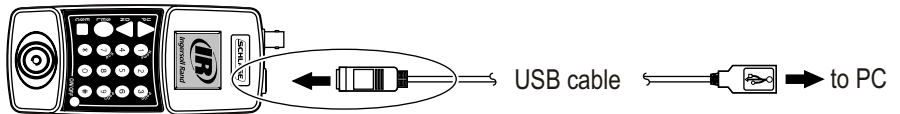   **MAIN MENU=>UTILITIES=>**

   (24 hour format)

```
    -UTILITIES-
➡DATE/TIME
  SNAP TOOLS
  DIAGNOSTICS


    USE ▲▼
 then press SEL
```

```
   -DATE/TIME-

➡SNAP TIME



    USE ▲▼
 then press SEL
```

```
-SET DATE/TIME-
   Tuesday
MM(01-12)➡01
DD(01-31)  02
YY(00-99)  00
HH(00-23)  04
MM(00-59)  18
SS(00-59)  32
SEL-SAVE ✳-CLEAR
```

4) Display **Date / Time**. ➡
• Press the ✳ key on SNAP
   numerical keypad.

```
▭       (16:14)
  -MAIN MENU
➡GET AUDIT
  PROGRAM LOCK
  LOCK SETTINGS
  TOUR STATUS
  UTILITIES
    USE ▲▼
 then press SEL
```

```
▭       (06/04/08)
  -MAIN MENU
➡GET AUDIT
  PROGRAM LOCK
  LOCK SETTINGS
  TOUR STATUS
  UTILITIES
    USE ▲▼
 then press SEL
```

SETTING UP THE SNAP PC APPLICATION

1) Connect SNAP to PC ➡
   (use USB cable).

   USB cable ➡ to PC

2) Enter password. ➡ **1 2 3 4** (default)

   Result: ➡

   Ⓐ

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   SNAP display

   and
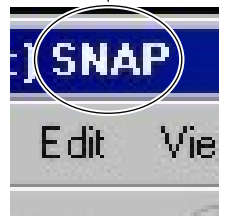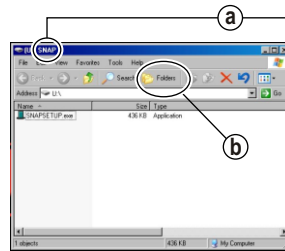
   new Explorer window on PC

   ⓑ

   SNAP
   Edit   Vie

▶ *NOTE*: If window doesn't appear, open Windows Explorer, double-click drive called SNAP. ✳
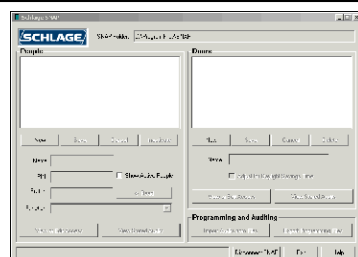
IMPORTANT: When the Windows Explorer window appears, the name of the drive <u>MUST</u> be called, **SNAP** (**a**). If your
computer's Operating System is Windows XP, this is automatic. With other Operating Systems, you might see some-
thing different, such as **Removable Disk**. Do the following if you need to rename your drive to **SNAP**:

✳ **i**) In the Windows Explorer window, click **Folders** (**b**).
  ii) In the left-hand pane of the Windows Explorer window, right-click on the new drive's name.
  iii) In the drop down menu that appears, select **Properties**.
  iv) In the drive's Properties box that appears, retype the name in the entry box near the top to, **SNAP** . Click **OK** .

**To Install the SNAP PC
Application:**
3) Double-click
   SNAPSETUP.exe
   Follow on-screen instructions.

   Welcome to the SNAP Setup Wizard

   This will install SNAP 1.0.0.2 on your computer.

   It is recommended that you close all other applications before continuing.

   Click Next to continue, or Cancel to exit Setup.

   [Next >] [Cancel]
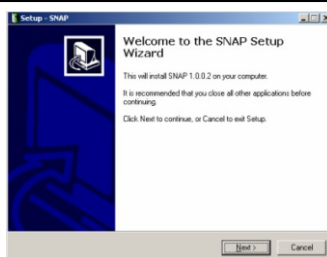
ENROLLING PEOPLE

1) Click **New** (**a**)
2) Enter **Name** (**b**)
3) Assign **PIN** (**c**) or **iButton** (**d**)✳
4) Click **SAVE** (**e**)

- Repeat for each person.
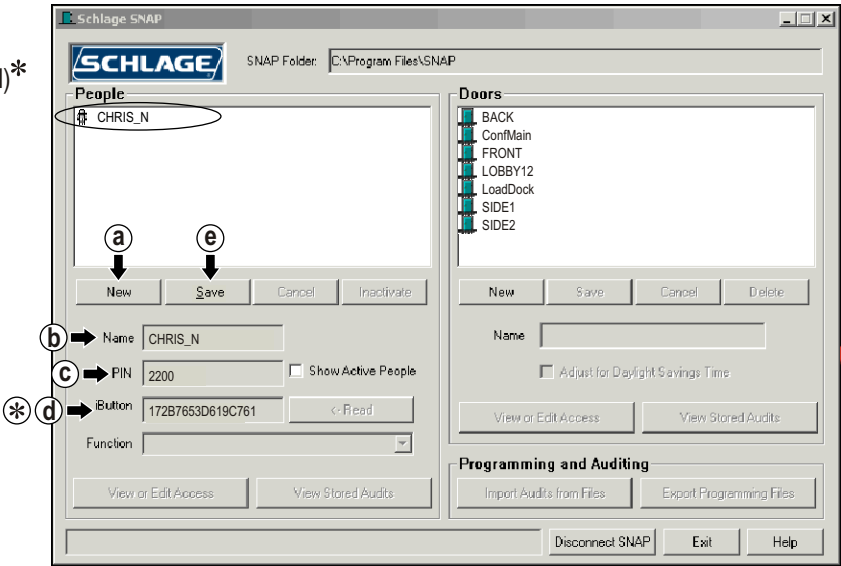
✳ **ENROLLING AN IBUTTON USER KEY:**
Verify SNAP is communicating with PC. IR logo should be on SNAP display.

1) Select person's name (**a**).
2) Click **READ** (**b**)
3) Wait for countdown on SNAP display.
4) Press iButton into iButton reader (**c**).
   > iButton number will appear in the iButton field (**d**)
5) Click **SAVE** (**e**).

• Repeat for each person requiring an iButton.

To PC
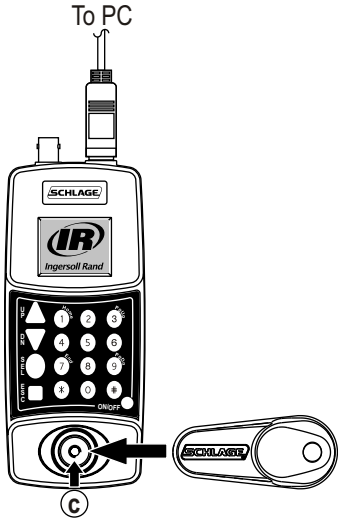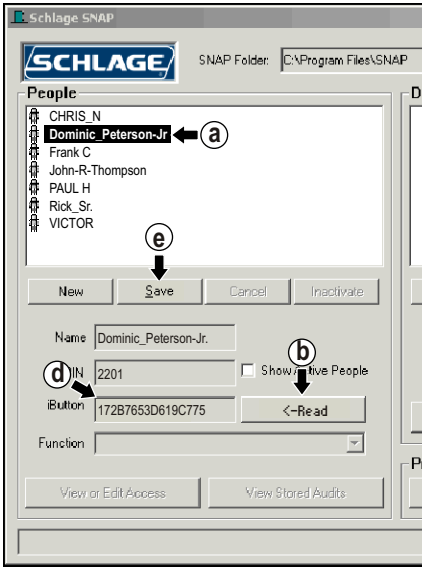
DEFINING DOORS

1) Click **New** (**a**)
2) Enter **Name** (**b**)
3) Click **SAVE** (**c**)

- Repeat for each door.
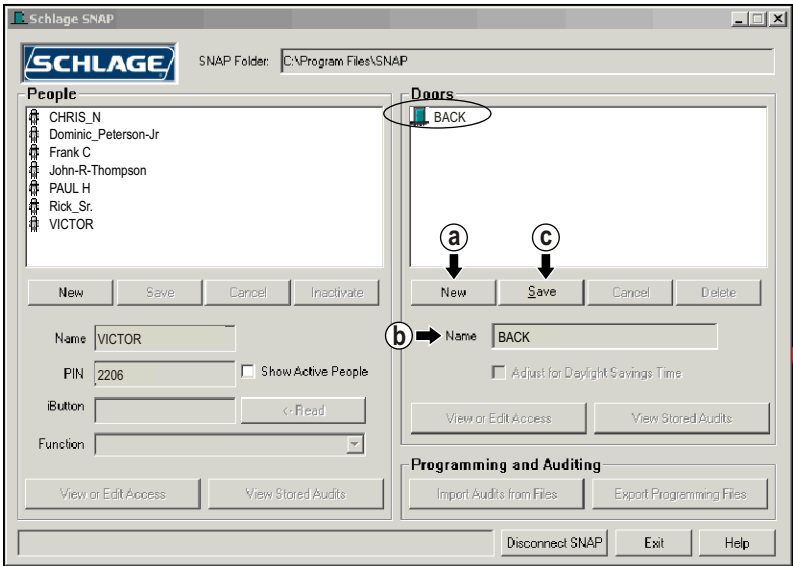
ASSIGNING ACCESS RIGHTS

1) Click the name of a door (**a**).
2) Click **View or Edit Access** (**b**).
3) Click/drag a name from one pane to other.
4) Repeat for all door access assignments.
5) Click **Save & Close** (**c**).
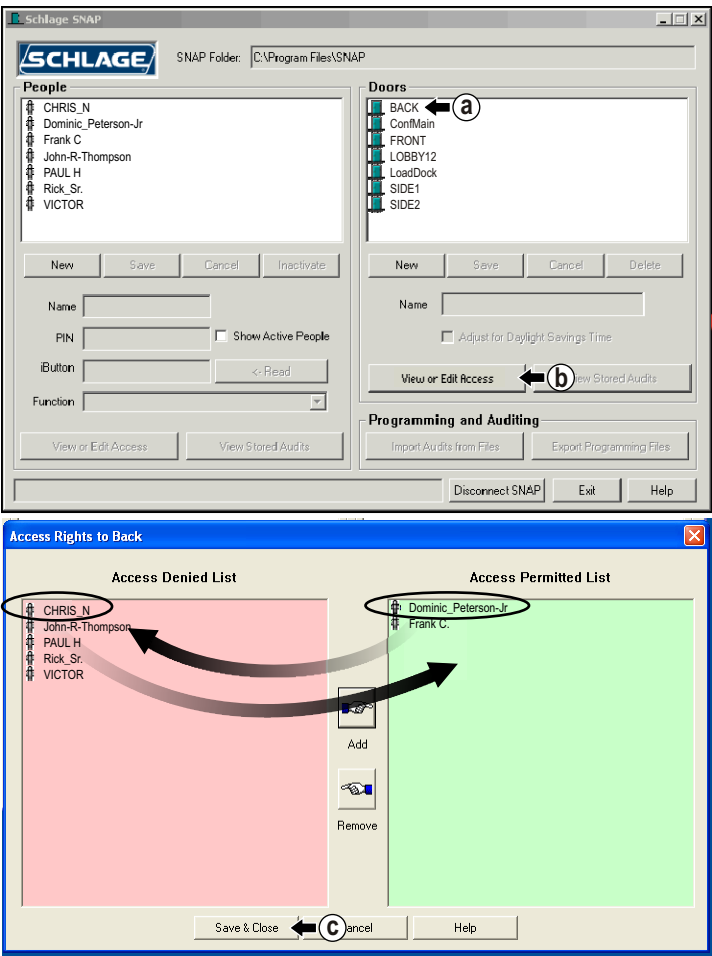
VIEWING ACCESS RIGHTS

1) Click the name of the person (**a**).
2) Click **View or Edit Access** (**b**)**.**
   A list box appears showing which doors that person is permitted access to and which doors that person is denied access to.
3) If correct, click **Cancel** (**c**).
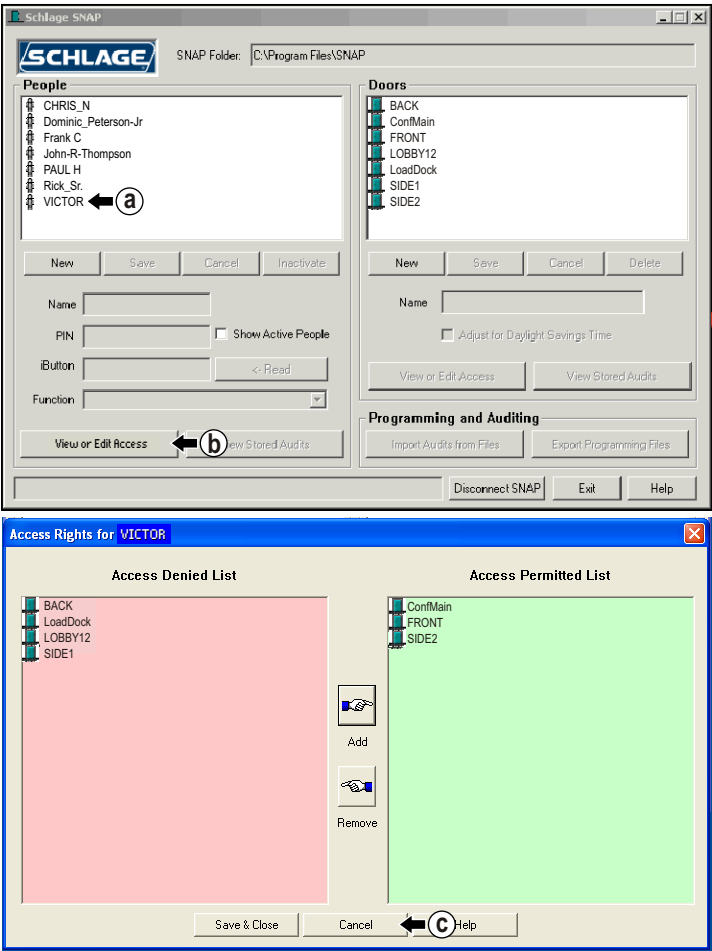
DOWNLOADING LOCK PROGRAMMING FILES

▶ **NOTE: Once a lock is programmed using the SNAP, manual programming is disabled and it can no longer be programmed manually.**

1) Verify SNAP is ➡ communicating with PC.

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IR logo should appear on SNAP display.
If IR logo **does not** appear on SNAP display::
• Enter SNAP password
or
• Press the # button
-check USB cable connections

2) From the SNAP PC Application:
• Click **EXPORT PROGRAMMING FILES** (**a**)
• Wait for the, **ALL FILES HAVE BEEN EXPORTED** confirmation message (**b**).
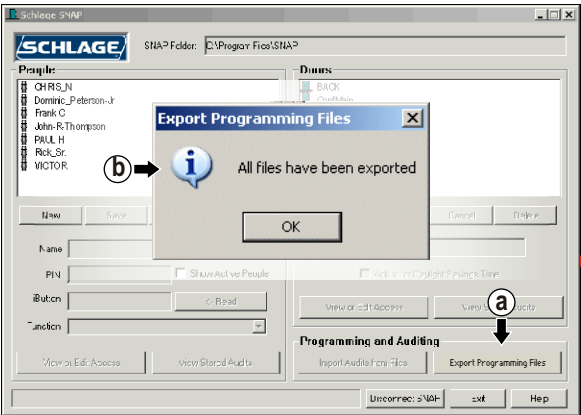
▶ **IMPORTANT: The SNAP must always be STOPPED before it is disconnected from the PC.**
Do not disconnect the SNAP from the computer while the IR logo is displayed.

STOPPING THE SNAP

On SNAP PC Application:
1) Click the **Disconnect SNAP** button (**a**)

Follow on-screen instructions.
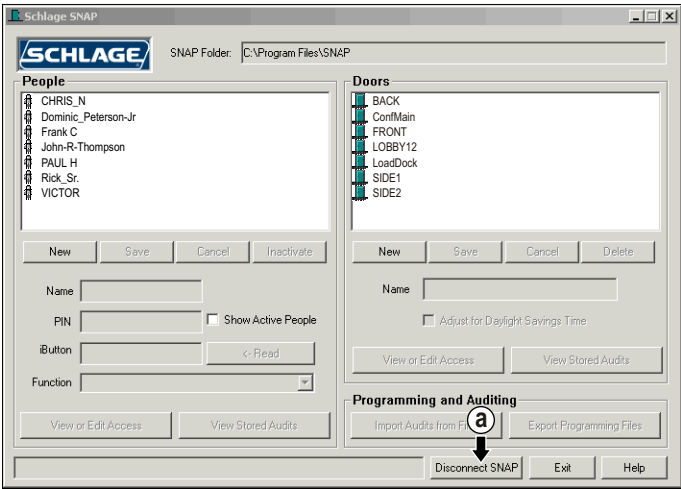
PROGRAMMING LOCKS

1) Disconnect USB cable ➡ from SNAP.
Connect BNC cable to SNAP HHP.

BNC cable ⟵⟶ 🔌 ➡ to lock
USB cable ⟵⟶ 🔌 ➡ to PC
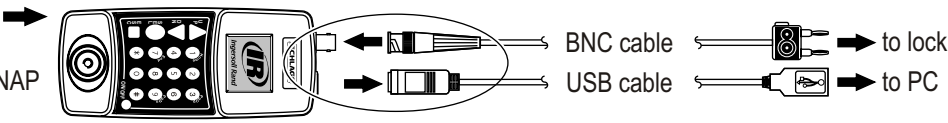
2) Connect BNC cable to ➡ lock's iButton receptacle.

or
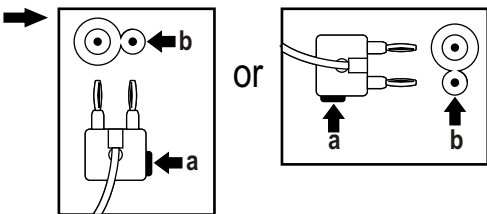
In all cases, tab on connector (**a**) must always be on the same side as the iButton receptacle's smaller circle (**b**).

Follow on-screen instructions to **DATE and TIME**. ➡

```
-LOCK DATE/TIME-

➡GET DATE/TIME
  SET DATE/TIME


    USE ▲▼
_then press SEL_
```

```
-GET DATE/TIME-

CONNECT TO LOCK
      OR

WAIT FOR TIMEOUT
```

```
-GET DATE/TIME-

Date 02/13/01
Time  08:09:35


SEL to STOP
ESC to EXIT
```

If lock DATE/TIME is NOT correct, use the Lock SET DATE/TIME menu to program the lock with the correct DATE/TIME information...

... follow on-screen ➡ instructions to **SET LOCK DATE/TIME**.

Default Program Code:
9-7-5-3-1

```
-LOCK DATE/TIME-

  GET DATE/TIME
➡ SET DATE/TIME


    USE ▲▼
_then press SEL_
```

```
 -SET LOCK TIME-    ✳
A. Plug in cable
B. Enter Program
   Mode (PIN or
   iButton)
C. Press SEL
```

```
  PROGRAMMING
  SUCCESSFUL



  Press ESC to
_return to MENU_
```

✳ **IMPORTANT:** The SNAP time will be programmed into the lock, so verify that the SNAP time is accurate.
The SNAP time is being displayed in the top right-hand corner of the SNAP display.
NOTE: You can use either a 5 or 6 digit Programming Code or an iButton.

PROGRAM LOCK

```
[▭▭▭]        16:14
  -MAIN MENU-
 GET AUDIT
➡PROGRAM LOCK
 LOCK SETTINGS
 TOUR STATUS
 UTILITIES
    USE ▲▼
_then press SEL_
```

```
    +WARNING+      ✳✳
 Programming lock
  erases audits!

  To save audits
   press ESC
  then GET AUDITS

_SEL to CONTINUE_
```

```
   -DOORS-
    01of04
➡BACK
 SIDE1
 SIDE2
 FRONT
    USE ▲▼
_then press SEL_
```

```
 -PROGRAM LOCK-
     BACK
A. Plug in cable
B. Enter Program
   Mode (PIN or
   iButton)
C. Press SEL
```

Default Program Code:
9-7-5-3-1

```
    +WARNING+      ✳✳✳
 File name does
 not match LOCK

 LOCK: D1
 SNAP: BACK

 SEL to CONTINUE
_ESC to CANCEL_
```
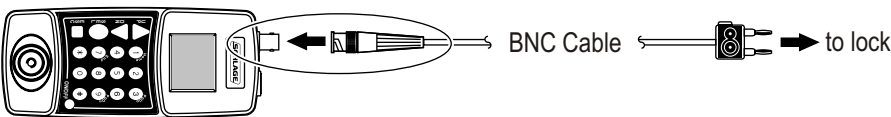
```
  PROGRAMMING
  SUCCESSFUL



  Press ESC to
_return to MENU_
```

✳✳ **IMPORTANT:** If you did not retrieve audits, do so before programming lock, otherwise all audits will be deleted.

✳✳✳ **IMPORTANT:** Lock has been previously programmed with different lock name. Current lock programming will be overwritten. This screen also appears when you initially program the lock.

RETRIEVING LOCK AUDITS

1) Connect BNC cable to SNAP and lock. ➡

← BNC Cable → to lock

2) Get Audit

MAIN MENU =>

```
  -GET AUDIT-


A. Plug in cable
B. For Deadbolts
   Touch Prog Key
C. Press SEL

_ESC to CANCEL_
```

```
  RETRIEVING
  AUDIT FILE

 Please wait...
```

```
AUDIT RETRIEVAL
  SUCCESSFUL




_SEL to CONTINUE_
```

IMPORTING LOCK AUDITS

1) Connect USB cable to SNAP and PC.

USB cable → to PC
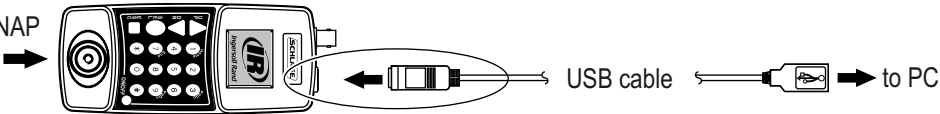
2) Verify SNAP is communicating with PC.

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IR logo should appear on SNAP display. If not:
- Enter SNAP password

or
- Press the # button

-check USB cable connections

3) Open SNAP PC Application.
4) Click **IMPORT AUDITS FROM FILES** (**a**).
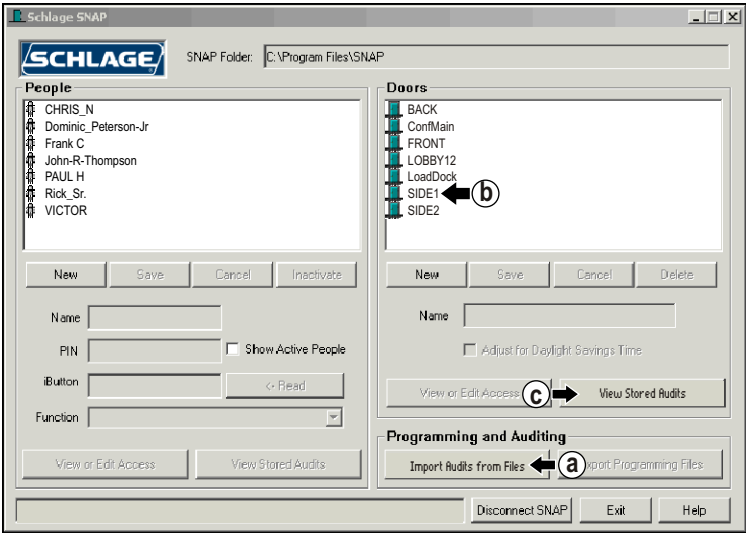
VIEWING STORED AUDITS

1) Select desired door name (**b**).
2) Click **VIEW STORED AUDITS** (**c**).
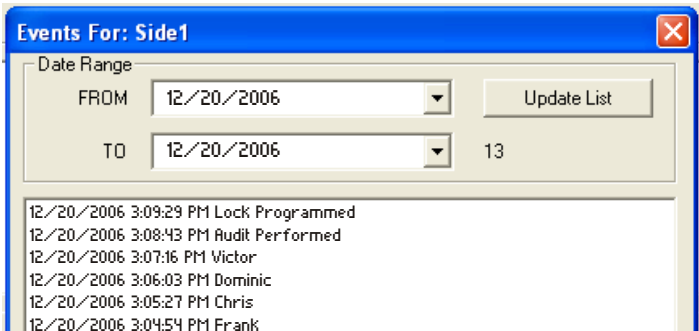
Audit Events box for Side1 door.

Events For: Side1

Date Range

FROM 12/20/2006   Update List

TO   12/20/2006   13

12/20/2006 3:09:29 PM Lock Programmed
12/20/2006 3:08:43 PM Audit Performed
12/20/2006 3:07:16 PM Victor
12/20/2006 3:06:03 PM Dominic
12/20/2006 3:05:27 PM Chris
12/20/2006 3:04:54 PM Frank

TOUR STATUS   MAIN MENU => TOUR STATUS =>

1) Follow on-screen instructions to see which doors were...

...Programmed

```
-TOUR STATUS-

➡PROGRAMMED
  AUDITED



    USE ▲▼
 then press SEL
```

```
-PROGRAMMED-
   02 OF 03

 DOOR0034
➡D12
 MAIN1


 ESC to CANCEL
```
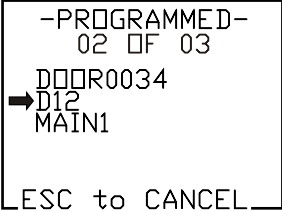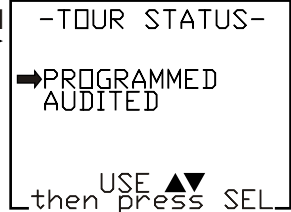
Or, if no doors were programmed, you will see this display. ➡

```
-PROGRAMMED-


 NO FILES TO
   DISPLAY


 ESC to CANCEL
```

...Audited

```
-TOUR STATUS-

 PROGRAMMED
➡AUDITED



    USE ▲▼
 then press SEL
```

```
-AUDITED-
   03 OF 03

 D68
 BACKDOOR
➡DOOR03


 ESC to CANCEL
```
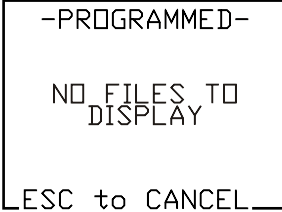
Or, if no doors were audited, you will see this display. ➡

```
-AUDITED-


 NO FILES TO
   DISPLAY


 ESC to CANCEL
```
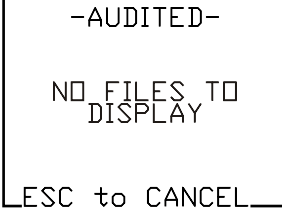
Use the UP ▲ and DOWN ▼ buttons on your SNAP keypad to scroll through the Programmed and Audited lists.

• Setting up

The following section addresses how to create multiple SNAP folders on your PC, with each folder being specific to a facility. The SNAP.exe file is easily duplicated and will become a part of each folder. This approach is best used when the access control for multiple facilities needs to be kept completely separate. Following are several examples where this would make sense:

- A locksmith who is managing the access control needs of multiple customers
- A property management company that has many different facilities and customers to manage
- A hospital, corporate or research facility with independent internal groups in various wings of the facility

1) Setup the first facility using the normal SNAPSETUP.exe setup utility.
2) Make a new folder for each new facility using a unique facility name.
3) Copy the SNAP.exe file from the original SNAP folder into each new facility folder.
4) Open each folder and make a desktop shortcut.
   • Right-click/drag the SNAP.exe file over **Desktop** (**a**).
   • Release mouse button.
   • Select **Create Shortcut Here** (**b**).
5) Rename each of the shortcuts with the unique facility name.
   • Right-click shortcut (**a**).
   • Select **Rename** (**b**).
   • Type in a unique facility name.
   • Press **Enter**.
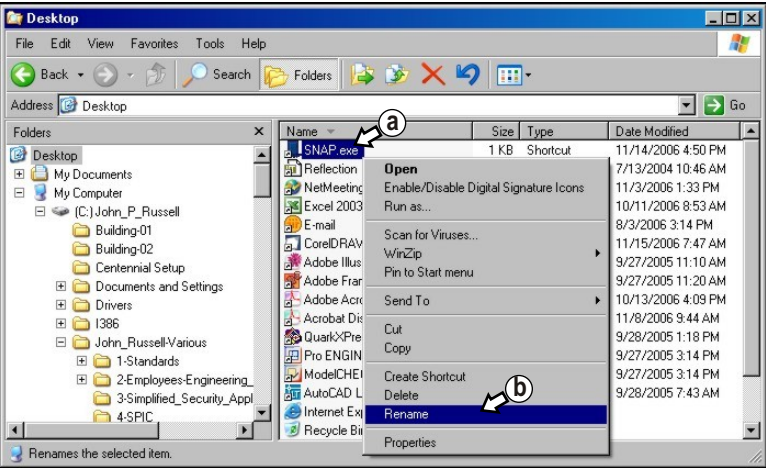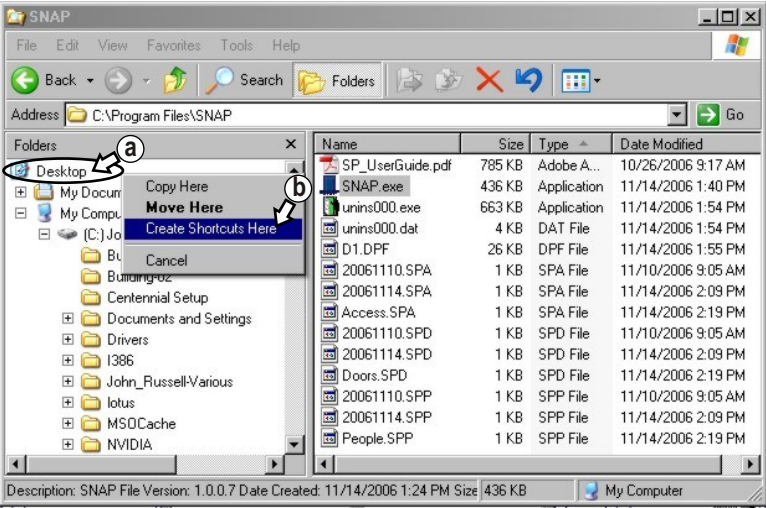
► **NOTE:** To make the SNAP PC Application on-line HELP available, copy the SNAPHELP.HLP file from the original SNAP folder into each new facility folder.

MANAGING MULTIPLE FACILITIES

To avoid complications when managing multiple facilities, you must follow some simple yet necessary rules :
   • Do not duplicate door names between facilities.
   • Use the SNAP to manage EXPORT PROGRAMMING FILES and IMPORT AUDITS FROM FILES from one facility at a time.
   • Do not import lock audits from one facility into a different facility. Doing so will corrupt audit events.

► *IMPORTANT*: Never mix management of files on the SNAP from multiple facilities.

INACTIVATING & RE-ACTIVATING PEOPLE

INACTIVATING PEOPLE

To make a person on the list **inactive**:

1) Click the name of the person you wish to make inactive(**a**) (*in this case, Dominic_Peterson-Jr.).*

2) Click **Inactivate** (**b**).

A **Verify Removal** box (**c**) appears asking, "Inactivate this person ?"

3) Click **Yes** if you wish to make this person inactive.

4) Repeat steps 1 - 3 for each person you wish to make inactive.

Each person made inactive is designated with a red Circle/Slash around their icon (**d**) (*in this case, John-R-Thompson*).

inactive person icon
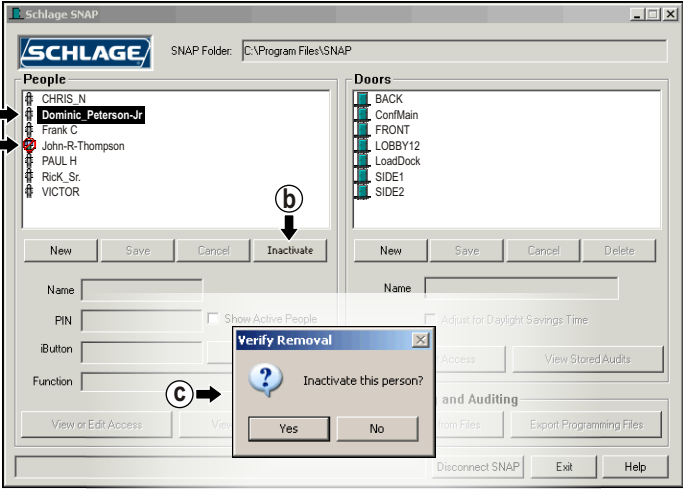
RE-ACTIVATING PEOPLE

To **re-activate** an inactive person:

1) Click the name of the person you wish to re-activate (**e**) (*in this case, John-R-Thompson).*

2) Click **Re-Activate** (**f**).

3) Click **Save** (**g**).

A **Check Door Access** box (**h**) appears stating that, "Previous Door Access Permissions have been restored"*

4) If you wish to proceed, click **OK**.

5) Repeat steps 1-4 for each person you wish to re-activate.

The icon for each re-activated person is returned to normal.

---
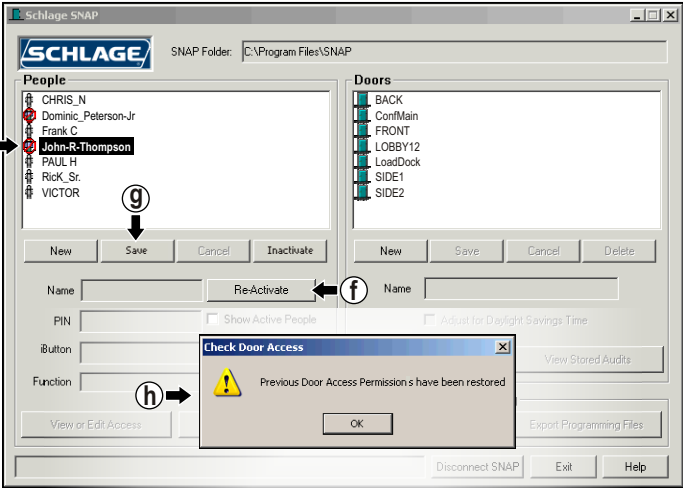
* - The Access Rights for an inactive person can be changed.
  - An inactive person must first be made active before the spelling of their name can be changed.
  - Whenever the spelling of an active name is changed, the **Check Door Access** box (**h**) will always appear when the **Save** button is clicked.

VIEWING THE ACTIVE LIST

To view a list of **only** the active people:

1) Click the **Show Active People** check box (**i**).

The People list displays only those names who are currently active. Since Dominic_Peterson-Jr still remains inactive in our example, that name does not appear on our list.

BATTERY ➡

```
BATTERY VOLTAGE
BATTERY = 4.47V
REPLACE BATTERY
IF BELOW 3.6V
SEL to CONTINUE
```

OR

IBUTTON ➡

```
-SCAN IBUTTON-
PRESENT IBUTTON
      06
```

```
-SCAN IBUTTON-
PRESENT IBUTTON
*IBUTTON FAILED*
 OR TIMED OUT
ESC to CONTINUE
```

```
-SCAN IBUTTON-
PRESENT IBUTTON
   *PASSED*
SEL to CONTINUE
```

KEYPAD ➡

```
-CHECK  -CHECK  -CHEC   -CHEC   -CHEC  -CHECK KEYPAD-
  1       2       3       #      SEL       DOWN
PRESS   PRESS   PRESS   PRESS   PRESS  Press each key
ESC th  ESC th  ESC th  ESC th  ESC th ESC three times
  to      to      to      to      to     to CANCEL
```

EEPROM ➡

```
-EEPROM TEST-

   PASSED


SEL to CONTINUE
```

LOW BATTERY

The battery indicator for the SNAP is located on the top left corner of the SNAP display. The batteries are typically good for 50 hours * of programming operation. When the batteries are fully depleted, the SNAP will no longer power on, but data will remain intact. Replace the batteries when the battery indicator begins flashing.

```
[▥▥▥]      16:14
 -MAIN MENU-
➡GET AUDIT
 PROGRAM LOCK
 LOCK SETTINGS
 TOUR STATUS
 UTILITIES
    USE ▲▼
 then press SEL
```

✴➤ *IMPORTANT*: The SNAP uses the computer power while plugged into the computer via the USB connection.

CHANGING THE CONTRAST   **MAIN MENU => UTILITIES =>**

1) Follow on-screen
   instructions.   ➡

```
 -UTILITIES-
 DATE/TIME
➡SNAP TOOLS
 DIAGNOSTICS


    USE ▲▼
 then press SEL
```

```
 -SNAP TOOLS-
 PASSWORD
 FORMAT MEMORY
➡CONTRAST
 BEEPER
 FIRMWARE
    USE ▲▼
 then press SEL
```

```
CHANGE CONTRAST

Use ▲▼to adjust


SEL to SAVE
ESC to CANCEL
```

► **VERY IMPORTANT: FOR HIGHER SYSTEM SECURITY, ALWAYS CHANGE THE DEFAULT PASSOWRD.** ◄

• **CHANGE PASSWORD:**

1) Power up SNAP.
2) Enter default password (1234)
3) Follow on-screen instructions.

```
  -CHANGE
 PASSWORD-
   ENTER
 OLD PASSWORD
   ----

 ESC to CANCEL
```

```
  -CHANGE
 PASSWORD-
   ENTER
 NEW PASSWORD
   ----

 ESC to CANCEL
```

```
  -CHANGE
 PASSWORD-
  RE-ENTER
 NEW PASSWORD
   ----

 ESC to CANCEL
```

```
   -CHANGE
  PASSWORD-

 NEW PASSWORD
    ****
 PASSWORD OK
 Log in using the
 new password
```

• **FORGOT PASSWORD ?:**

1) Power up SNAP.
2) Enter any 4-digit password.
3) Follow on-screen instructions
   to **RESTORE DEFAULT
   PASSWORD** (1 2 3 4).

```
  +WARNING+

 WRONG PASSWORD

 ESC to RE-TRY
 SEL to RESTORE
 DEFAULT PASSWORD
```

```
 +FINAL WARNING+

 ARE YOU SURE ?
 Restoring the
 PASSWORD will
 ERASE ALL DATA!
 SEL to CONTINUE
 ESC to CANCEL
```

```
  RESTORING
  DEFAULT
  PASSWORD
   -1234-

 Please Wait...
```

```
  RESTORING
  DEFAULT
  PASSWORD
   -1234-

    DONE
```

---

1) Follow on-screen instructions.

```
 -FORMAT MEMORY-

 ARE YOU SURE ?
 ALL DATA WILL
   BE LOST

 SEL to CONTINUE
 ESC to CANCEL
```

```
 -FORMATTING-


 Please Wait...
```

```
 -FORMATTING-


 FORMATTING
 SUCCESSFUL

 SEL to CONTINUE
```

► *NOTE*: Used to reset the SNAP and restore the default password (**1234**).　　　　*

► **VERY IMPORTANT: FOR HIGHER SYSTEM SECURITY, ALWAYS CHANGE THE DEFAULT PASSOWRD.** ◄

RELOCK DELAY

In the following example, a **5** second Relock Delay is desired.

Default Program Code:
9-7-5-3-1

```
-RELOCK DELAY-
N/A For Deadbolt
A. Plug in cable
B. Enter Program
   Mode (PIN or
   iButton)
C. Press SEL
```

```
-RELOCK DELAY-

Enter number of
seconds between
0-240
        5

⌊SEL to Continue⌋
```

```
-RELOCK DELAY-

  PROGRAMMING
  SUCCESSFUL

        5

⌊SEL to CONTINUE⌋
```

BEEPER SETTING

In the following example, a Beeper value of **3** is desired.

Default Program Code:
9-7-5-3-1

```
-BEEPER CONFIG-
N/A For Deadbolt
A. Plug in cable
B. Enter Program
   Mode (PIN or
   iButton)
C. Press SEL
```

```
-BEEPER CONFIG-

Enter a value
between 0-7
0=OFF    7=ON
(See User Guide)
        3

⌊SEL to Continue⌋
```

```
-BEEPER CONFIG-

  PROGRAMMING
  SUCCESSFUL

        3

⌊SEL to CONTINUE⌋
```

In the example above, the Beeper would beep on User & Programming Mode key depressions, but not when the motor is running during lock or unlock.

BEEPER SETTING	Beeper sounds for key press in User Mode	Beeper sounds for key press in Programming Mode	Beeper sounds for motor running for lock or unlock.
0	No	No	No
1	Yes	No	No
2	No	Yes	No
3	**Yes**	**Yes**	**No**
4	No	No	Yes
5	Yes	No	Yes
6	No	Yes	Yes
7	Yes	Yes	Yes

PROGRAM CODE

Default Program Code:
9-7-5-3-1

```
-PROGRAM CODE-
N/A For Deadbolt
A. Plug in cable
B. Enter Program
   Mode
   <PIN only>
C. Press SEL
```

```
-NEW PGM CODE-

Enter a 5 or 6
digit program
code


⌊SEL to Continue⌋
```

```
-REENTER CODE-

Reenter new
programming
code again


⌊SEL to Continue⌋
```

```
-PROGRAM CODE-

  PROGRAMMING
  SUCCESSFUL

     13579

⌊SEL to CONTINUE⌋
```

FIRMWARE

```
-LOCK FIRMWARE-

  Please Wait...
```

```
LOCK FW REVISION

FW BUILD DATE:

FW PART NUMBER:
950077-KCR

⌊ESC to CANCEL⌋
```

How do I manually program the lock ?
Once a lock has been programmed using the SNAP, manual programming will be disabled. Manual programming is no longer possible.

What should I do if communication is lost between the SNAP and PC ?
To re-establish communication between the SNAP and PC:
1) Verify USB cable is connected to the SNAP and PC.
2) If the SNAP is requesting, ENTER PASSWORD, enter password, or if the SNAP has any other menu displayed, press the # button on the SNAP.
3) The SNAP will display the IR logo whenever it is in communication with the computer.

How can I tell if my locks are compatible with the SNAP system ?
*Press the * button on lock 5 times. If the lock responds with 2 green flashes, then your lock is compatible with the SNAP system.*

Why doesn't my SNAP turn off when I press the ON/OFF button ?
The SNAP uses power from your computer whenever the USB cable is connected. Disconnect the USB cable and then press the ON/OFF button.

Can the KC-2 support time zones ?
KC-2 locks have the smarts to do time zones, but it requires the use of SMS Express or higher software. SNAP does not offer this function.

How do I program a KC-2 lock ?
There are several options, but only one may be chosen. Do not mix methods of programming the lock. KC-2 locks may be programmed using:
- The lock keypad
- The SNAP
- SMS software and associated handheld programmer

How many users and audits can the lock keep ?
The KC-2 can store up to 1000 users and 1000 audit events. Each time the lock is programmed, the audit trail will re-set. Best practice is to download the audit trail prior to reprogramming the lock. The SNAP programming tool automatically reminds the user to do this. The SNAP PC Application will keep a running record of all audits.

How does the lock store user names and information ?
The KC-2 uses a "slotting" method. This is important to understand when using the SNAP PC Application, since names are never "deleted" from the database. Rather, they are made inactive, and used as place holders. This will ensure accurate event information. Inactivated names may be reactivated and reassigned when no more empty slots are available.

Can I use Schlage SMS with the KC-2 ?
Yes, but the KC-2 must first be re-set or blanked-out. The KC-2 is basically a CM lock, but a CM lock is not a KC-2 (see next question).

Can I use the SNAP with existing CM locks ?
Existing CM locks are not compatible with the SNAP.

How much memory is in the SNAP ?
The memory can hold up to 4 megabytes of information – enough for about 100 door files at a time. SNAP was designed for small to medium sized facility applications. A facility that exceeds 100 managed doors should consider SMS software.

Where is the SNAP PC Application available for downloading ?
*The SNAP PC application can be downloaded from **irsupport.net***

Audit data will be cleared. If necessary, use GET AUDIT to SAVE data:
When a lock is programmed with a new or updated door file, the existing audit file becomes invalid. For this reason, the audit file will be reset. In order to preserve the history of the audit file, always download the audit file before downloading the new door file. This reminder is presented whenever a lock is about to be programmed.

Current audit file will be overwritten:
This appears when you attempt to download the same audit file from the same lock, twice. It simply tells you the download has already taken place.

File name is different from door name:
This warning is given when the file that is about to be downloaded into a lock is named differently than the file that already exists in the lock. This warning will also appear when a lock is being programmed for the first time. You will need to decide if this is the correct file for this lock. Either press **SELECT** to continue, or press **ESC** to cancel.

Formatting memory - are you sure ? All data will be lost:
This warning happens when you find it necessary to reformat the SNAP. It is not unusual for an electronic device to occasionally require resetting. Reformatting the SNAP is the solution.

Get lock time failed:
See PROGRAMMING FAILURE below. This message indicates that the cable is not properly connected.

iButton failed or timed out:
This message indicates that either the iButton User Key is defective and could not be read, or an iButton User Key was not presented within 30 seconds.

Lock not responding:
This might appear in a variety of situations. It typically indicates that the SNAP is having difficulty communicating with the lock. To troubleshoot this, verify the following:
- BNC cable is connected properly to the SNAP
- 2-prong connector is inserted properly in the lock's iButton receptacle
- Lock has been placed in the programmer mode by entering the correct programming code, followed by **SELECT**.
  > The lock's default programming code is 9-7-5-3-1-✷

Lock time does not match SNAP time:
This is when the date and time in the lock is not synchronize with the SNAP (+5 minutes). Synchronize the lock date and time with the SNAP so that audit events are recorded accurately.

Programming failure:
This appears when the connection between lock and SNAP has been severed. Reconnect and try again.

✷▶ **NOTE: Always change the default programming code for higher system security.**

- Normal - Temporarily unlocks the door.
- Toggle - Causes the lock to change states from locked to unlocked, or unlocked to locked.
- Freeze - Freezes/Unfreezes the lock state. Only Pass Through can access a door that is in the locked state.
- One Time Use - Opens the door once.
- Pass Through - Same as Normal function, except it can gain access even if door is frozen with Freeze credential.
- Supervised - Two credentials owned by two different people are needed to gain access. Both credentials must be Supervised function.
- Plus Pin - Any Plus Pin function requires that both an iButton User Key and a PIN is necessary to perform the User Key function.

Copy the files from the SNAP facility directory, or from your archive/backup location, to a folder on your new computer.